

PERSONAL SUPPORTS SERVICES – QTR & DAY	
<p><i>This synopsis of the service identified is from the iBudget Handbook but it is not all inclusive and is not limited to what is here. Each employee is responsible for the information in the iBudget Handbook whether the employee reads the information or not. Use the information provided here with the information, including definitions, in the JOB DESCRIPTION – ALL SERVICES description.</i></p>	
<p>Description</p>	<ul style="list-style-type: none"> • assistance and training to the client in activities of daily living, such as eating, bathing, dressing, personal hygiene, meal preparation • may include heavy household chores to make the home safer (washing floors, windows and walls; tacking down loose rugs and tiles; or moving heavy items or furniture) if specified in the support plan • include non-medical care and supervision • can provide access to community-based activities that cannot be provided by natural or unpaid community supports • likely to result in an increased ability to access community resources without paid support • designed to encourage community integration • designated to teach the client about home-related responsibilities • can also include respite services to a client age 21 years or older living in their family home • respite services provide relief to the caregiver and are incorporated into the personal support service • the provider, to the extent properly qualified and licensed, assists in maintaining a client's own home and property as a clean, sanitary and safe environment. • provided in support of a support plan goal or an identified need to support or maintain basic health and safety • is not purely diversional in nature • provided to recipients age 21 years or older • can be provided to clients age 18 years or older who are in a supported living situation or living in their own home • must be provided in direct relation to the achievement of the recipient's goals as specified in the recipient's support plan
<p>Who Provides</p>	<ul style="list-style-type: none"> • licensed home health or hospice agencies • solo or agency providers who are not required to be licensed, certified, or registered
<p>Place of Service</p>	<ul style="list-style-type: none"> • Can be provided in: <ul style="list-style-type: none"> - client's own home - client's family home - licensed residential facility if being used as respite - the community - client's place of employment • CANNOT be provided in: <ul style="list-style-type: none"> - the provider's home or the home of a relative or friend of the provider - a hospital, ICF/IID or other institutional environment • This service may be provided to individuals who resided in a licensed facility while the client is engaged in a community activity as long as the companion service is not duplicative of what is required by the residential provider licensing requirements • If renting, the name of the client receiving personal supports services must appear on the lease either singularly, with a roommate, or a guarantor. If the client has a legal guardian, the legal guardian's name may appear on the lease with the client. • Personal supports services rendered by a provider or an employee of a provider who is living in a client's home must be billed at the daily rate for the service.
<p>Limitations & Exclusions</p>	<ul style="list-style-type: none"> • Transportation and travel costs are NOT reimbursed separately (costs are integral to the service and included in the rate) • In limited circumstances for individuals with extremely challenging behaviors that cause the individual to be a health and safety risk, the personal support provider may accompany the client during transportation services to ensure health and safety. These situations must be approved by exception by the APD regional office. • The client's support plan must specifically explain the duties that a personal supports provider will perform for the client. • Personal supports services cannot be provided during the time a client is attending an adult day training program. • Assistance is provided on a one-on-one basis to clients who live in their family homes unless they are engaged in a community-based activity. Community-based activity is provided to clients living in their family home or in their own homes in groups not to exceed three. • If the client resides in supported living arrangements and receives both personal supports and supported living coaching then the provider must coordinate their activities to avoid duplication. The personal supports services are separate and are not a replacement for the services performed by a supported living provider. Personal supports provided in supported living must follow plans and strategies developed by the supported living provider as detailed in the support plan, implementation plan, or both. • Clients living in foster or group homes are not eligible to receive personal supports EXCEPT: <ul style="list-style-type: none"> - To facilitate an overnight visit with family or friends away from the foster or group home - When a group home resident recovering from surgery or a major illness does not require the care of a nurse, and the group home operator is unable to provide the personal attention required to ensure the client's personal support needs are being met. (Under these circumstances, it would be considered reasonable to provide this service to a group home resident only on a time-limited basis. Once the client has recovered, the service must be discontinued. The use of personal supports in this situation must be requested by the WSC and approved by the APD regional office, with a copy of the approval maintained in the WSC file and the provider file.) - When a client living in a licensed group home is employed and needs personal supports services at the employment site • The provider or the provider's immediate family must not be the client's landlord or have any interest in the ownership of the housing unit.
<p>Minimum Qualifications</p>	<ul style="list-style-type: none"> • 18 years or older AND • high school diploma or GED (effective 9/2015) AND • 1 year of verifiable experience (direct work with individuals receiving services in a medical, psychiatric, nursing, or childcare setting or with individual with developmental disabilities) OR • college or vocational school (30 semester hours, 45 quarter hours, or 720 classroom (30 hours) in lieu of experience

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Minimum Training Requirements	Zero Tolerance HIPAA Direct Care Core Competency Medication Administration Course & Validation, if working with client who takes medications Behavioral Emergency Procedures, if working with client with Behavior Plan CPR First Aid HIV/AIDS/Infection Control Requirements for ALL Waiver Providers Overview of APD Waiver Provider Requirements SLC Pre-Service (Pre-Service & Introduction to Social Security Work Incentives)
Other Training (APD, Company, as required)	Pre-Service Certification (APD) Provider Verification General Hire Training Client-Specific Training DD & Ibudget Handbooks Waiver Services Agreement & Attachments Documentation Requiriements Bill of Rights, Chapter 393.13 Person-Centered Planning Rights & Choices Emergency Preparedness Core Assurances Incident Reporting
Documentation to Maintain	<ul style="list-style-type: none"> • copy of claim(s) submitted for payment • copy of service log sent monthly • If billing at PS-QTR rate: <ul style="list-style-type: none"> - staffing documentation (schedules, payroll records showing # of staff and hours worked, any other schedules that document required staffing ratios) If used for skilled respite, prescription for service
Documentation Provided to WSC	<ul style="list-style-type: none"> • copy of service log sent monthly (at the time of the last billing of the month)
Required Employee Documentation	<ul style="list-style-type: none"> • If transporting client in private provider vehicle, copies of valid: <ul style="list-style-type: none"> - driver license - vehicle registration - automobile insurance • Proof of all required training • Proof of all required education/experience • Proof of background screening
Reimbursement	<p>3 reimbursement options for personal supports (based on whether it is the most cost effective arrangement to meet client's need):</p> <p>1- Quarter hour: Personal supports may be billed for up to 96 quarter-hours per day</p> <p>2- Daily: Personal supports needed for more than eight hours per day can be billed at the daily rate</p> <p>3- Combined daily and quarter hours: Up to 6 hours or 24 quarter-hours above the daily rate may be approved to provide additional supports that must be billed by the quarter hour.</p> <p>Personal supports billed by the quarter hour above the daily rate may be approved under the following circumstances:</p> <ul style="list-style-type: none"> - required additional supervision due to intense behavioral challenges that make the client a danger to self or others. The client: <ul style="list-style-type: none"> - must have a behavioral services plan (reviewed by LRC on a regular schedule) implemented by the personal support provider - requires visual supervision during all waking hours and intervention as determined by CBA - Client requires temporary additional supervision and assistance to recover from a medical condition, procedure, or surgery. The additional supports may only be approved on a time limited basis during the client's recovery. This must be documented by medical information signed by the client's physician. - Client requires total physical assistance to include: <ul style="list-style-type: none"> - lifting and transferring - in at least three of the basic personal care areas of eating, bathing, toileting, grooming, and personal hygiene, due to physical, cognitive or behavioral limitations - during sleep hours to meet their health and safety needs <p>Reimbursement for nursing oversight of services provided by home health agencies and nurse registries, as required by 42 CFR 484.36 and Chapter 59A-8 F.A.C., is not a separate reimbursable service. The cost must be included in the personal supports service.</p>